

# Response to psychological injury claim checklist

This checklist has been developed to assist regions, schools and workplaces respond to the lodging of a WorkCover claim for a psychological injury.

## Claim investigation

- Obtain details from WorkCover of the workplace factors alleged to have caused a psychological injury to the employee. Consider each nominated factor/event objectively. Focus on the facts of the allegations and not the emotion.
- Obtain copies of relevant departmental policy, procedures, guidelines, directives or other administrative instructions that relate to each event. These will commonly include the relevant [Managing Unsatisfactory Performance procedure](#), the [Code of School Behaviour](#), the [Code of Conduct](#) and the [Managing Employee Complaints procedure](#). Contact your region if you require assistance in identifying these documents.
- Obtain copies of other documentation relevant to the claim. This may take the form of investigation reports, diary notes, minutes of meetings, emails, work performance records, position descriptions, class timetables, etc.
- Identify witnesses who can provide direct and factual evidence of their observations and discussions (not hearsay). WorkCover will require their name, position title, contact details and their relevance to the nominated event(s), as well as a summary of their response to the relevant factor/s.
- Contact witnesses and advise them of their rights and responsibilities in this process. Provide witnesses with a copy of the departmental [Witness Statement Guidelines](#). Witnesses can document their responses to each relevant factor. If further information or clarification is needed, WorkCover will phone the witness to request this. Witnesses should provide a copy of their responses to their line manager for attachment to the investigation file.
- Provide WorkCover (via your region) with all the above information.

## Injury management

- Ensure the employee has contacted their regional claims officer/HR manager/rehabilitation and return to work coordinator to discuss pay options and entitlements whilst awaiting a decision by WorkCover Qld.
- Ensure the nominated workplace rehabilitation and return to work coordinator has made contact with the employee and discussed their rights and obligations as per the department's [Workplace Rehabilitation procedure](#).
- Maintain regular contact with the injured employee and their nominated workplace rehabilitation and return to work coordinator.
- Actively support the workplace rehabilitation and return to work process.



## Health and safety incident notification

- If an employee requires immediate treatment as an inpatient in hospital (i.e. is admitted to hospital) for a work-related psychological injury, notify Workplace Health and Safety Queensland immediately by phoning 1300 369 915.
- Record the incident into the relevant system for your school/work area. Please refer to the department's [Health, safety and wellbeing incident management procedure](#) for further information.

## Event analysis and prevention

- Consider, in consultation with the region what factors contributed to the injury and what actions may be available to control the identified stressors/risks.
- Continue to monitor the effectiveness of any implemented management controls designed to reduce the risk of psychological injury.
- Staff wellbeing resources, including the department's staff wellbeing framework, and links to assist in supporting the psychological wellbeing of employees can be found on [One Portal](#)